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LAWRENCE V. ROBERTSON, JR.
ATTORNEY AT LAW

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P. O. BOX 1448
TUBAC, ARIZONA 85646

(520) 398-0411
FAX: (520) 398-0412
EMAIL: TUBACLAWYER@AOL.COM

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DISTRICT OF COLUMBIA

Arizona Corporation Commission

DOCKETED

AUG 20 2010

August 18, 2010

Docket Control
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

DOCKETED BY	
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Re: Ridgeline Water Company, L.L.C.
Docket No. W-20589A-08-0173
Decision No. 70748

To Whom It May Concern:

Enclosed for filing in the above-referenced docket and in compliance with Decision No. 70748 are the original and thirteen (13) copies of the five (5) Arizona Department of Water Resources Best Management Practices ("BMP") selected by Ridgeline Water Company, L.L.C. ("Ridgeline") for implementation on its water utility system. The BMPs selected by Ridgeline are BMP 2.3, BMP 3.6, BMP 3.7, BMP 4.2 and BMP 5.9.

In finalizing its selection of the aforesaid BMPs, Ridgeline has been in communication with the Commission's Utilities Division; and, the BMPs hereby submitted are in the form of proposed BMP tariffs, as suggested by the Utilities Division Staff.

Thank you for your assistance with regard to this matter. Please let me know if you have any questions regarding the above or the enclosed proposed BMP tariffs.

Sincerely,

Lawrence V. Robertson, Jr.

cc: Del Smith – ACC Utilities Division
Ridgeline Water Company, LLC

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New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to promote the conservation of water by providing a landscape information package for the purpose of educating its new customers about low water use landscaping (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. Upon establishment of water service the Company shall provide a free "Homeowner Landscape Packet" to each new customer in the Company's service area. The packet will include at a minimum: a cover letter describing the water conservation expectations for all customers in the Company's service area, all applicable tariffs, a basic interior exterior water saving pamphlet, xeriscape landscape information, a list of low water use trees, plants, shrubs, etc., watering guidelines, a rain water harvesting pamphlet and a low flow, exterior, water hose nozzle.
2. Upon customer request, the Company shall provide:
 - a. On-site consultations on low water use landscaping and efficient watering practices.
 - b. A summary of water saving options.
3. The number of packets provided to new customers and on-site consultations will be recorded and made available to the Commission upon request.

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Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Calls shall be taken by a customer service representative who has been trained on typical causes of high water consumption as well as leak detection procedures that customers can perform themselves.
3. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to conduct a leak detection inspection and further assist the customer with water conservation measures.
4. The Company shall follow up in some way on every customer inquiry or complaint and keep a record of inquiries and follow-up activities.

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Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of at least the following water-saving precautions:
 - a. Check for leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Check landscape watering system valves periodically for leaks and keep sprinkler heads in good shape.
 - c. Adjust sprinklers so only the vegetation is watered and not the house, sidewalk, or street, etc.
 - d. Continue water conservation efforts with any pools such as installing covers on pools and spas and checking for leaks around pumps.
6. In the notification, the customer will also be reminded of at least the following ordinary life events that can cause a spike in water usage:
 - a. More people in the home than usual taking baths and showers.
 - b. Doing more loads of laundry than usual.
 - c. Doing a landscape project or starting a new lawn.
 - d. Washing vehicles more often than usual.
7. The Company shall provide water conservation information that could benefit the customer, such as, but not limited to, audit programs, publications, and rebate programs.
8. The Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing the high water usage as well as supply

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customer with information regarding water conservation and landscape watering guidelines. As part of the water audit the Company shall confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees shall apply).

9. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

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Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. On a systematic basis, the Company will inspect 100 percent of its 1-inch and smaller in-service water meters at least once every ten years for one of the following reasons:
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - b. A meter has registered 1,000,000 gallons of usage, or
 - c. A meter has been in service for ten years.
2. Meters larger than 1-inch shall be inspected for one of the following reasons:
 - a. A meter reading complaint is filed with the Company by a customer or Arizona Corporation Commission Staff,
 - b. A meter has been in service for five years.
3. The inspection will be accomplished by visually inspecting the meter. If meter shows signs of damage or water leakage then the meter will be pulled. A Company Technician will physically inspect each meter and its fittings for leaks, registers which may have become loose or are not properly attached to the meter and could be under-registering or other broken parts which need repair. In addition, meters shall be randomly selected for flow testing to identify potentially under-registering meters.
4. The Company shall also replace or reprogram all water meters that measure consumption in other than gallon increments such that they shall measure consumption in 1 gallon increments.

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Requirements for Hot Water Recirculation Devices Tariff **BMP - 5.9**

PURPOSE

A program for the Company to reduce water use and increase water use efficiency within its service area by reducing the amount of water necessary for hot water demand (Modified Non-Per Capita Conservation Program BMP Category 5: Ordinances/Conditions of Service/Tariffs 5.9: Requirements for Hot Water Recirculation Devices).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission, specifically A.A.C. R14-2-403 and R14-2-410 and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. Hot Water Recirculation ("HWR") Device(s) shall be installed in all residential, multi family, commercial and other structures requesting water service from the Company. Each person requesting service will be required to certify that one or more HWR Devices is located at the premises requesting service.
2. The Company, in its sole discretion, may waive the requirement of a HWR Device if the customer has an alternative water conservation measure in place for hot water use, such as point of use water heaters.
3. Subject to the provisions of this tariff, the installation of the HWR Device(s), or approved equivalent hot water saving device(s) will be required in order for a customer to receive water service from the Company on or after the effective date of this tariff.
4. A customer must have one or more HWR Devices installed and operating at the customer premises.
5. At the time of request for service, the Company shall provide the applicant for service a list of approved HWR Devices. The approved HWR Device(s) will be installed, owned, tested and maintained by the customer.
6. For a single family residence, one HWR Device is required. For other customers, the number of HWR Devices required by a particular customer will be determined and specified by the Company prior to service being established. A customer must certify that an operating HWR Device(s) has been installed and is operational at the time a request for water service is made to the Company.
7. At the time of a request for service, including for the change of the customer responsible for the account, the Company will require the customer to certify that a HWR Device has been installed and is operating at the customer premises. Upon request by the Company, the customer must provide proof of the existence of an

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operational HWR Device located at the customer premises. If the customer fails to provide the required certification or proof of the HWR Device, then the Company may refuse the request for service to the customer premises.

8. The Company shall provide to its customers a complete copy of this tariff upon request for service. The customer shall follow and abide by this tariff as a condition of service.
9. If after a customer has been connected to the Company water system, the Company discovers that the customer has removed and/or replaced the HWR device(s) contrary to the above requirements, the Company shall notify (in writing) the customer of such violation. The customer shall be allowed sixty (60) days to come into compliance with the above requirements. If after sixty (60) days the customer is not in compliance with the above requirements, the Company shall terminate the customer per Arizona Administrative Code R14-2-410C, R14-2-410D and R14-2-410E.
10. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.